

Process Alerts Messages

Last Modified on 10/22/2022 9:39 am CDT

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Message templates are created in the Messages tab using the WYSIWYG editor. Message templates are required to determine rules and schedule alerts to be sent to special education case managers.

A message is only sent once per student, per rule. To send multiple notifications for the same alert, separate rules must be created (e.g., a rule to notify two weeks prior to an event and a separate rule to notify one week prior to an event).

Process Alerts Messages tool

Infinite Campus recommends that process alert messages contain at least the fields that auto-insert a student's name, grade and school for identification purposes.

Create a New Process Alert Message

1. Select the **New Message** icon. The **Message Detail Editor** will appear below.
2. Enter the subject of the message in the **Message Subject** field.
3. Enter the content of the message in the **Message Preview** field.
4. Select the **Insert/Edit Campus Field** icon to choose the desired Campus fields.
5. Select the **Communication Language**.
6. When finished, select the **Save** icon.

After the message has been created, establish [Rules](#) for the message.

When selecting a Campus field, `specialedMessenger.current.plan.start` and `specialedMessenger.current.plan.end` will pull the most current locked Plan based on end date and `specialedMessenger.previous.plan.start` and `specialedMessenger.previous.plan.end` will pull the second most current locked Plan based on end date.